



**HAMP Application Activity by Servicer<sup>1</sup>  
As of November 2012**

| Servicer Name                               | Activity in November 2012        |                                   |                                  |                                | Program-to-Date                  |                                   |                                  |                                |
|---|----------------------------------|-----------------------------------|----------------------------------|--------------------------------|----------------------------------|-----------------------------------|----------------------------------|--------------------------------|
|   | # Requests Received <sup>2</sup> | # Requests Processed <sup>3</sup> | # Requests Approved <sup>4</sup> | # Requests Denied <sup>5</sup> | # Requests Received <sup>2</sup> | # Requests Processed <sup>3</sup> | # Requests Approved <sup>4</sup> | # Requests Denied <sup>5</sup> |
| Bank of America, NA <sup>6</sup>            | 10,056                           | 8,532                             | 2,334                            | 6,198                          | 1,071,877                        | 1,059,086                         | 554,701                          | 504,385                        |
| BankUnited                                  | 70                               | 104                               | 45                               | 59                             | 8,877                            | 8,725                             | 4,223                            | 4,502                          |
| Bayview Loan Servicing, LLC                 | 1,312                            | 748                               | 75                               | 673                            | 19,339                           | 17,970                            | 6,944                            | 11,026                         |
| Carrington Mortgage Services, LLC           | 1,169                            | 1,081                             | 401                              | 680                            | 51,264                           | 50,080                            | 17,397                           | 32,683                         |
| CCO Mortgage, a division of RBS Citizens NA | 400                              | 509                               | 35                               | 474                            | 20,748                           | 19,964                            | 3,471                            | 16,493                         |
| CitiMortgage Inc                            | 1,989                            | 1,316                             | 672                              | 644                            | 516,254                          | 500,652                           | 212,538                          | 288,114                        |
| GMAC Mortgage, LLC                          | 14,554                           | 11,275                            | 735                              | 10,540                         | 434,844                          | 424,577                           | 112,004                          | 312,573                        |
| Green Tree Servicing LLC                    | 726                              | 683                               | 239                              | 444                            | 64,596                           | 63,213                            | 21,889                           | 41,324                         |
| Homeward Residential                        | 3,084                            | 3,935                             | 468                              | 3,467                          | 206,992                          | 205,102                           | 55,137                           | 149,965                        |
| iServe Residential Lending, LLC             | -                                | -                                 | -                                | -                              | 1                                | 1                                 | 1                                | -                              |
| iServe Servicing, Inc.                      | -                                | -                                 | -                                | -                              | 31                               | 31                                | 13                               | 18                             |
| JPMorgan Chase Bank, NA                     | 51,473                           | 13,340                            | 2,562                            | 10,778                         | 1,443,678                        | 1,400,569                         | 414,653                          | 985,916                        |
| Midland Mortgage Co.                        | 3,158                            | 3,610                             | 152                              | 3,458                          | 72,997                           | 70,141                            | 4,966                            | 65,175                         |
| National City Bank                          | 327                              | 315                               | 40                               | 275                            | 31,566                           | 31,548                            | 26,513                           | 5,035                          |
| Nationstar Mortgage LLC                     | 12,092                           | 18,002                            | 674                              | 17,328                         | 274,255                          | 250,666                           | 62,658                           | 188,008                        |
| Navy Federal Credit Union                   | 470                              | 199                               | 63                               | 136                            | 6,380                            | 5,652                             | 1,212                            | 4,440                          |
| Ocwen Loan Servicing, LLC                   | 13,394                           | 10,669                            | 1,843                            | 8,826                          | 433,494                          | 425,278                           | 110,836                          | 314,442                        |
| OneWest Bank                                | 5,207                            | 5,358                             | 225                              | 5,133                          | 340,091                          | 321,836                           | 97,179                           | 224,657                        |
| ORNL Federal Credit Union                   | 4                                | 8                                 | -                                | 8                              | 399                              | 389                               | 34                               | 355                            |
| PennyMac Loan Services, LLC                 | 403                              | 89                                | 68                               | 21                             | 5,905                            | 5,459                             | 2,442                            | 3,017                          |
| PNC Bank, National Association              | 8                                | 6                                 | -                                | 6                              | 526                              | 477                               | 17                               | 460                            |
| Quantum Servicing Corporation               | -                                | -                                 | -                                | -                              | 692                              | 692                               | 85                               | 607                            |
| Residential Credit Solutions, Inc.          | 408                              | 232                               | 53                               | 179                            | 17,571                           | 13,702                            | 2,165                            | 11,537                         |
| Select Portfolio Servicing, Inc.            | 1,721                            | 1,443                             | 590                              | 853                            | 112,347                          | 105,425                           | 74,997                           | 30,428                         |
| Specialized Loan Servicing LLC              | 2,667                            | 442                               | 76                               | 366                            | 25,031                           | 20,166                            | 2,164                            | 18,002                         |
| U.S. Bank National Association              | 3,194                            | 2,211                             | 432                              | 1,779                          | 81,661                           | 69,092                            | 34,037                           | 35,055                         |
| Wells Fargo Bank, NA                        | 10,501                           | 9,502                             | 3,180                            | 6,322                          | 704,346                          | 689,210                           | 246,644                          | 442,566                        |
| Other Servicers <sup>7</sup>                | -                                | -                                 | -                                | -                              | 170,118                          | 170,118                           | 106,012                          | 64,106                         |
| <b>TOTAL</b>                                | <b>138,387</b>                   | <b>93,609</b>                     | <b>14,962</b>                    | <b>78,647</b>                  | <b>6,115,880</b>                 | <b>5,929,821</b>                  | <b>2,174,932</b>                 | <b>3,754,889</b>               |

<sup>1</sup> This report is sourced from the Monthly Servicer Survey of select servicers participating in MHA under a Servicer Participation Agreement. All data present in this report reflects what is provided by servicers participating in the survey, and cannot be separately reviewed or validated by Treasury. Beginning in August 2012, this report reflects a change in reporting requirements of the Monthly Servicer Survey; servicers report all HAMP modification requests received and their outcome, including multiple requests made on a loan. Prior to August, servicers counted only one request per loan. As a result of this change, prior months' reporting contained data compiled under the different methodology. This update is reflected in this report on a going forward basis. From time to time, a servicer's current month's cumulative results may not equal that servicer's prior month's cumulative results and current month's activity; this is due to corrections or updates made to prior reporting methodology. Note that Requests Processed, Requests Approved, and Requests Denied in any given month may be related to Requests Received in prior months.

<sup>2</sup> "Requests Received" is the total number of HAMP mortgage modification requests received, as reported by servicers to Monthly Servicer Survey question: "Number of requests received for a HAMP modification". Cumulative Requests Received include all HAMP mortgage modification requests received since implementation of Supplemental Directive 10-02, effective June 1, 2010, and any requests that were approved and sent a Trial Offer prior to implementation of this program guidance.

<sup>3</sup> "Requests Processed" is the total number of the HAMP mortgage modifications approved or denied and communicated to the borrower by the servicer, calculated as the sum of Requests Approved and Requests Denied, defined below. Figures include HAMP mortgage modification requests evaluated and denied due to insufficient documentation.

<sup>4</sup> "Requests Approved" is the total number of HAMP mortgage modification requests approved and Trial Offers sent to the borrowers, as reported by servicers to Monthly Servicer Survey question: "Number of requests Approved and Sent a HAMP Trial Offer". Note that all Requests Approved do not become Active Trials because some borrowers do not accept the trial or fail to make the first trial payment. Cumulative Requests Approved include all HAMP mortgage modification requests approved and Trial Offers sent since program inception, or March 2009.

<sup>5</sup> "Requests Denied" is the total number of HAMP mortgage modification requests denied and communicated to the borrower by the servicer in accordance with program guidance, as reported by servicers to Monthly Servicer Survey question: "Number of requests Denied for a HAMP Trial". Cumulative Requests Denied include all HAMP mortgage modification requests denied and communicated to the borrower by the servicer since implementation of Supplemental Directive 10-02, effective June 1, 2010. Figures include HAMP mortgage modification requests evaluated and denied due to insufficient documentation.

<sup>6</sup> Bank of America, NA includes BAC Home Loans Servicing, LP. Due to system limitations, Bank of America reports one HAMP modification request per loan, rather than multiple requests made on a loan, at this time.

<sup>7</sup> Includes servicers that are no longer actively participating in the survey process or whose Servicer Participation Agreement has been terminated. These servicers no longer submit a survey, and their results only reflect previous periods when the survey questions were not as extensive as current surveys (e.g. #Requests Denied was not a component of earlier surveys).